



Navigation: Public Portal

QUICK REFERENCE GUIDE



Purpose

This Quick Reference Guide (QRG) covers how to navigate through the Public portal.



Business Role(s)

Public

Navigation – Public Portal

The Public Portal enables you to perform a statewide facility search and file a complaint against a facility. You can scroll down the Home page to access parent resources.



Statewide Facility Search

The **Statewide Facility Search** screen enables you to search for licensed Child Care Centers and Homes by Facility Details (name, status, address, county, city, and zip) and License Details (license type – Family Home, Group Home, Center, license name, and number).

A screenshot of the 'Statewide Search for Licensed Child Care Centers and Homes' page. The page has a header with 'Child Care Licensing' and a 'Log in' link. Below the header is a navigation bar with links for 'Home', 'Statewide Facility Search', and 'File a Complaint'. The main content area is titled 'Statewide Search for Licensed Child Care Centers and Homes'. It contains two search sections, both highlighted with red rectangular boxes. The first section, 'Search by Facility Details', includes input fields for 'Facility Name', 'Status' (with a dropdown arrow), 'Address', 'County' (with a dropdown arrow), 'City', and 'Zip'. The second section, 'Search by License Details', includes input fields for 'License Type' (with a dropdown arrow), 'License Name', and 'License Number'. A 'Search' button is located at the bottom right of the page.

Navigation – Public Portal

File a Complaint

The **File a Complaint** screen displays guidelines on how file a complaint. In the next step, you will need to provide your contact information and complaint details and submit the complaint.

Home Statewide Facility Search File a Complaint

Online Complaint Form - Child Care Homes/Centers

- It is important that you fill out the complaint form as complete as possible, including facility name and address.
- Your name will be kept confidential and will not be released unless ordered by the court. You are not required to give your name or contact information. However, if you do not provide it, a licensing consultant will not be able to contact you if additional information is needed. Your complaint may not be assigned or may be unconfirmed due to an inability to reach you for follow-up.

✓ Abuse and/or Neglect Complaints

- Call 800-44-3933 if you are making a complaint regarding child care abuse, neglect or exploitation.

✓ Unlicensed Complaint

- If you are making a complaint regarding a facility/agency/provider operating without a registration/license, you must indicate how you know the facility/agency/provider is operating without a registration/license.

✓ Complaint Information

- I wish to file a complaint against the facility/agency/provider named below. I am submitting this information so that it may be determined if a licensing action against this facility/agency/provider should be considered. Required fields are marked with *.

Next

Contact Information and Complaint Details

✓ Personal Information

First Name *	Last Name *
Street Address *	Street Address *
City *	State *
Zip Code *	County *
Your Telephone Number *	
Home *	Work *

> Complaint Against

Previous Submit

Note: You can refer to the following job aids for detailed steps on how to perform a statewide facility search and file a complaint:

- Facility Search Job Aid
- Log a Complaint in the Public Portal